

- ▶ I have not seen much benefit form deregulation.
- ▶ 1. Cost of Cellular is too high for minimum use; 2. Just received a bill for \$95.00 to repair cut telephone cable. Time for repair--20 minutes. This is very costly. Thanks.
- ▶ Cell phone rates are now cheaper than the proposed rate from US West.
- ▶ Rates must be kept low for fixed income persons/families, especially with northern gas, pacificwest, property taxes, sales taxes on a rampage to increase their profits.
- ▶ Watch the cost increase.
- ▶ I don't understand - is local service the monthly fee paid to US West?
- ▶ Get us out of Sprint.

#### Powell

- ▶ Age 72. Fixed income.
- ▶ I don't think rates need to be raised. People on fixed income are usually the elderly and they need local phone service more.
- ▶ They are too high, but keep [it] now for safety and convenience. Make very few long distance calls (4 per year) where all the "price was are". Seems a shame to have to drop telephone service because the cost is so high it out weighs the risk for "possible" emergency needs. Also quality and access seems to be getting worse. If finances change TV and telephone are out--one for low use, other for ignorance that is on it.

#### Rawlins

- ▶ They are too high for the service received! If we could we would not condone the prices but because of being on call 24 hrs. a day; it is an essential evil.
- ▶ This same survey needs to [be] sent to businesses with multiple location in different phone system exchanges.
- ▶ Telephone cost has increased and service has decreased.

#### Riverton

- ▶ State wide competition would help keep rates from skyrocketing and would help to maintain good service.

- ▶ I wish my salary would go up as often as rate hikes from telephone and cable TV companies.
- ▶ Local charge too high!
- ▶ Rates should be kept as cost effective as possible.
- ▶ Average person cannot keep up with "all" the raises on public services: water, telephone, gas, electric, etc., taxes, everything goes up except income.
- ▶ In Riverton, US West is holding Wyoming.Com hostage by not putting in the proper equipment as they plan to offer Internet access I don't feel the quality or the quantity of phone service justifies increasing rates.
- ▶ Your job as I see it is to see that rates are as low as possible while still retaining service. Caller ID and other services are not available Why not?!?

#### Thermopolis

- ▶ If prices don't stay down, everyone will go [to] #11.

#### Torrington

- ▶ Rates do not reflect quality of service, i.e. subscribers charged for improvements which are never made. Sprint has not kept up with technology in service. How did areas of Wyoming get tied to out-of-state phone systems. In-state toll free numbers are not available to those customers.
- ▶ As a senior citizen on limited income, it is very hard to make ends meet. Yet local service is so very important for us. Thank you.
- ▶ Allow AT&T to compete locally.
- ▶ I would like to know why we don't have caller ID yet in our area. Also would like our local area expanded to include more cities near us.

#### Wheatland

- ▶ They may be high! Deregulation is a lie. End result as with all other services, cable TV, Air Lines, Gas Service, prices have gone up
- ▶ Rates are too high.
- ▶ I feel that the local telephone co. can make a profit and provide a service as good as cellular service or anyone else. The past has shown us that.

- ▶ Rates are too high already.
- ▶ We can't believe the services that other states have and we don't. I know caller ID is in Wyo., but we can't get it and a lot of other services.

#### Worland

- ▶ The new folks at the phone company in Worland are doing a great job.
- ▶ Please try to keep rates down--phones are no longer a luxury.
- ▶ They are already approaching a cost which will prohibit people on fixed or low income from having phone service. That is an outrage!!!
- ▶ I do not feel that the Public Service Commission is looking out for the interests of the public, they have become spokesman for the industry.
- ▶ It makes no sense to mandate cost-based pricing when the local carrier is insulated from competition, so that they have no incentive to provide lower costs.
- ▶ I think basic rates are a little on the high side
- ▶ Deregulation means we who are on a limited income with few increases must decide on priorities.

#### Other

- ▶ You made it to where there is a \$375 hook up fee for people that live out in the country, but you don't get all the services that you do in town.
- ▶ Phone service is affordable for all in Wyoming. It is too bad the telecommunications industry is no longer a monopoly. The customers were better served!